



Post-Public Health Emergency Eligibility Renewals Planning

Bridge Program Task Force

August 9, 2022



Background

Throughout the Pandemic, OHP Members Have Maintained Their Health Coverage

Family First Coronavirus Response Act

- Provides continuous Medicaid coverage for the duration of the federal public health emergency (PHE).
- Removes administrative barriers to Medicaid enrollment.

When the PHE ends, states will have 14 months to redetermine eligibility for all 1.4 million people on the Oregon Health Plan.

Oregon must **initiate the redetermination process for each person receiving medical assistance within 10 months** to allow the entire process to be completed by the end of the 14-month period.

Coming Changes Beyond OHP

- Ending of Supplemental Nutrition Assistance Program (SNAP) temporary pandemic food programs
- Reinstatement of SNAP time limits for able-bodied adults without dependents
- Update to childcare eligibility (HB3073)
- Resuming SNAP periodic reviews and renewals
- Compact of Free Association (COFA) Dental
- Veteran Dental
- Changes related to capturing information about race, ethnicity, language, disability, sexual orientation, and gender identity expression
- Updates to federal reporting requirements



The Goal: Preserve Benefits

1

Ensure **all people and families eligible for benefits offered through the ONE system receive and continue to receive services in a timely manner** without interruption

2

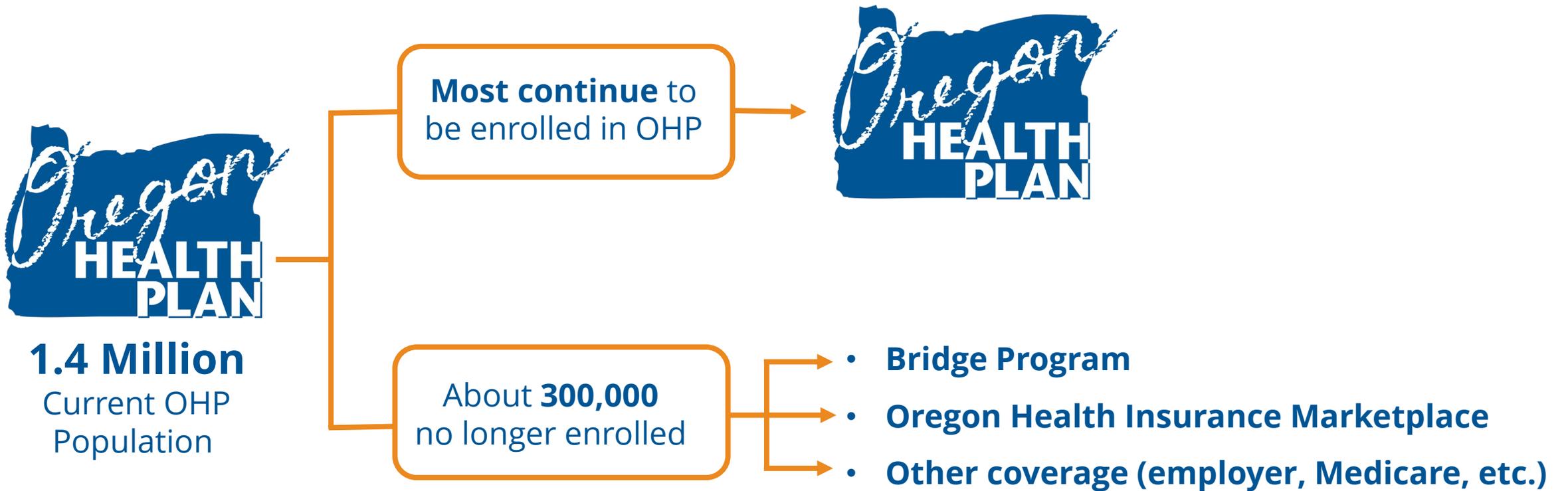
Give those **no longer eligible for benefits clear direction and coordination** of additional resources

3

Give those who assist members **clear information about how they can help**



How OHP Members May be Affected



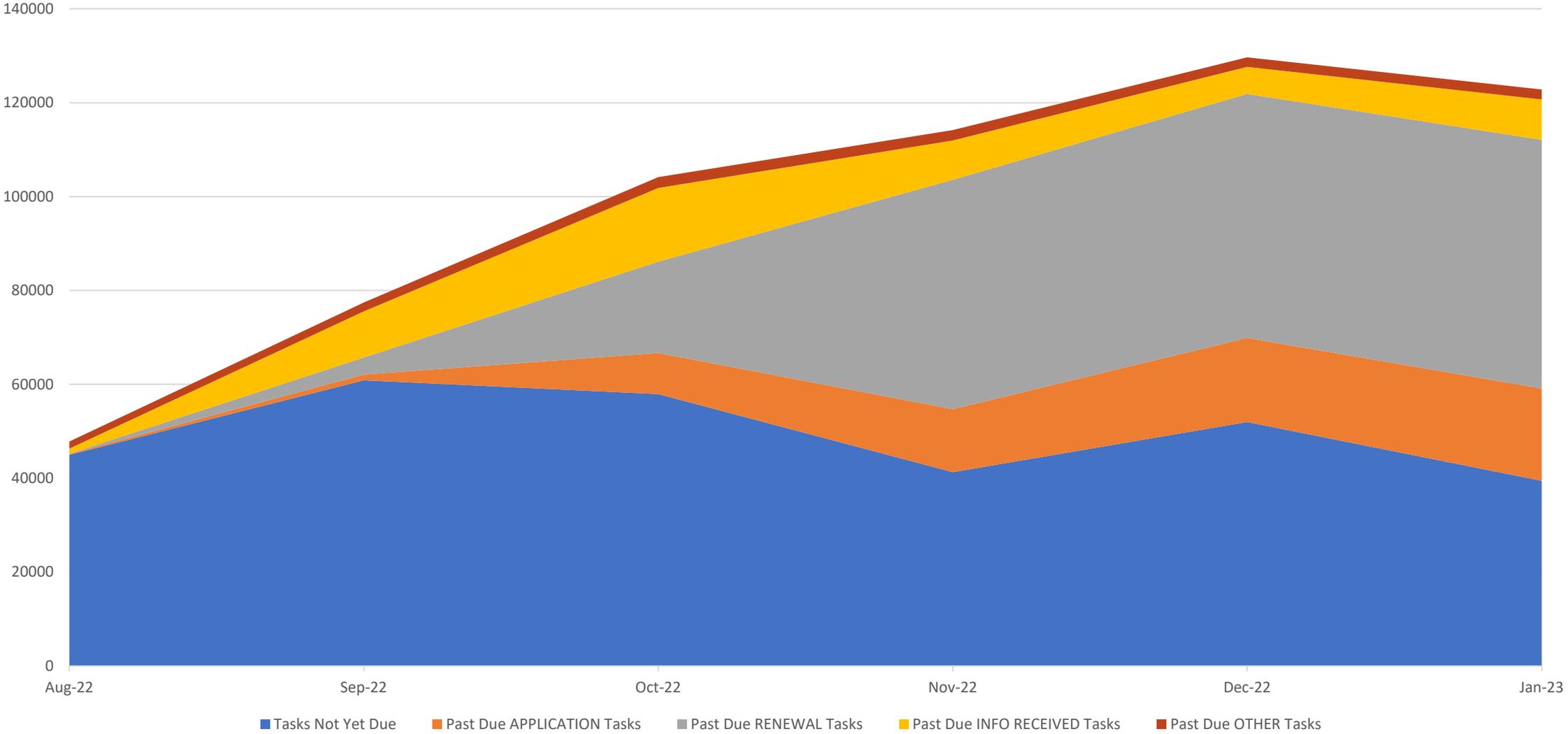
Redeterminations Update

What We Know

- The Department of Health and Human Services (HHS) officially extended the PHE by 90 days on July 15, 2022.
- The soonest the PHE is set to expire is October 13, 2022.
- States will be given 60 days advance notice prior to the end of the PHE confirming that the expiration will occur on that date.

As Workload Increases, Processing and Wait Times Will Lengthen

Projected Task Volumes



Staffing Needs

Current staffing constraints contribute to delays in accessing needed benefits, which may result in:

- Families and individuals being unable to access preventive care,
- Reliance on food banks by hungry families,
- Lack of access to childcare, potentially leading to parents leaving the workforce, and
- Loss of benefit dollars to local economies.

Mitigation plans

Phased Renewals by Population

OHP members grouped into populations:

- Front-load easier cases (i.e., complete information) to process quickly once renewals begin
- Spread out or back-load higher risk cases to allow more time and capacity for outreach

Examples of higher risk populations:

- People with long-term services and supports in residential care facilities
- People with no permanent address
- People who have indicated 'spoken or written language other than English'

Partnering with community partners & providers

Partnering with CCOs to gather contact information updates directly

- Pending waiver for approval. May begin receiving updates directly from CCOs in August

Community Partner Assistors kept up-to-date on the PHE Unwinding to provide the following support to members during renewals:

- Answering any questions from members regarding the end of the public health emergency
- Assist members with updating all relevant information regarding their medical coverage.
 - *High importance* is ensuring their address is up to date in the ONE system so they will receive all notices regarding their redetermination.
- Assist OHP members with requests for additional information during their eligibility redetermination related to things such as verification of income

System and process changes to support people

Self-service option through the ONE Portal

- Update to the ONE Applicant Portal allows members to make non-eligibility related updates without having to formally report a change and trigger a redetermination on member's eligibility

Extra time to respond to renewals

- During the PHE Unwinding, per HB 4035, members will have 90 days to provide any information required to complete their renewals

Redesign of specific member notices to make them more understandable and actionable

System and process changes to support people

Changes to the income verification process to reduce the amount of information we need from applicants

- Using SNAP eligibility data to establish income verification for OHP renewal

Direct mailing to members to inform them how to report address changes while allowing us to quantify out of date addresses (Fall)

Extension of the post-partum period for pregnant people to give them more continuous coverage when the PHE ends.

Additional customer service support

OHA and ODHS have contracted with Performance Health Technology (PH Tech) to provide supplemental customer service for the next two years:

- Will provide additional support for the ONE Customer Service Center later this month (July)
- Outbound call campaigns for both OHA and ODHS connected to the PHE unwinding began in June and will continue through Summer
- Processing updated contact information received from CCOs beginning in September
- Selected returned mail data processing beginning in Fall

ONE Customer Service Improvements

Rights & Responsibilities Recordings

Recordings people are required to hear when applying by phone have been shortened.

Application Checklist

Information to have when applying for benefits in English and Spanish at benefits.oregon.gov

Notice Location Guide

Information to assist with accessing eligibility notices from the ONE applicant portal in English and Spanish.

Dedicated 800# in 16 languages

Callers greeted by message in their chosen language and immediately obtain an interpreter. Pilot began in June 2022.

Email Processing

New platform to enable email processing of applications and questions from members. Pilot in Fall 2022.

Call Back Option

Callers on hold can opt to receive a call back when their place in line comes up. Begins Fall 2022.

Customer Service Survey

People can opt into a survey after conclusion of call with ONE Customer Service Center staff. Pilot in Summer 2022.

Communications and Outreach

Public Health Emergency Ending

How we'll communicate by phase

	Pre-PHE Ending	PHE Ending Notice	Renewal Period
	Now through Sept. 2022	Oct. through Nov. 2022	Nov. 2022 through Dec. 2023
Objectives	<p>Encourage people to update their contact, income and household information.</p>	<ul style="list-style-type: none"> • Let people know what to expect and how to prepare. • Reinforce importance and urgency of updating their information. 	<ul style="list-style-type: none"> • Encourage people to read their notices and quickly submit information to continue benefits. • Let people who may experience benefit loss or reductions know about other resources.
Bedrock Strategies	<ul style="list-style-type: none"> • Equip internal staff with scripts and supporting materials to use in every client interaction. • Share information and tools with community partners, providers and assisters so they can help those they serve navigate changes. • Reach people through broad and targeted awareness campaigns, preferred channels, and trusted senders to meet them where they are with the information they need when they need it. 		<ul style="list-style-type: none"> • Coordinate with the Marketplace to ensure people who lose OHP are supported in their transition to a private plan. • Promote the Bridge Plan as an option for those who do not qualify for OHP and cannot access Marketplace plans.
<p>Solicit and use partner, benefit recipient and Community Partner Work Group (CPWG) feedback to identify and address equity issues and improve PHE-unwinding efforts.</p>			



Getting the word out

External Website

One-stop-shop for critical, phase-specific information, calls to action, and resources for various external audiences.

Benefit Recipients

Partners & Providers

Staff

Earned Media

Proactive use of news releases and other existing media outreach channels, and timely response to media inquiries.

Benefit Recipients

Partners & Providers

Benefit Recipient Communications

Letters, email, text messages, FAQ, Applicant Portal Message Center.

Benefit Recipients

Social Media Advertising

Broad awareness campaigns across various state and partner-owned social media platforms to boost reach.

Benefit Recipients

Partners & Providers

Paid Media Campaign

Broad awareness campaigns across paid media to increase understanding and action related to Oregon's PHE unwinding.

Benefit Recipients

Partners & Providers

Partner Toolkit

Toolkit with customizable content to inform partners of changes and equip them with tailored resources to educate and support the people they serve.

Partners & Providers

External Partner Webinars

Recurring touchpoints for key staff to share the latest information, answer questions, and solicit feedback related to Oregon's PHE unwinding efforts.

Partners & Providers

Internal Communications

Internal website, training, all-staff messages, staff scripts, presentation toolkits, leadership meetings and briefings.

Staff

Community Partner Work Group

Overview

Per HB 4035, the CPWG's scope is to advise OHA on outreach, enrollment and communication strategies to help people who are currently receiving OHP navigate changes and maximize continuity of coverage for as many people as possible.

Progress updates

- Reviewed renewals and eligibility pathways and supports and made recommendations around increasing accessibility of community partners, especially in rural areas and with those serving the unhoused and within provider settings
- Recommended data that might help workgroup understand who is impacted and what would be helpful to include in a public facing dashboard to understand renewal process
- Reviewed communications approach and provided recommendations, including specific tools to incorporate in outreach

Questions

